



SOFTWARESILOS

General Knowledge Base

PDF Manual

MODULE

general

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General Knowledge Base

General Knowledge Base · /general

This section contains documentation that applies across **all** MageB2B extensions.

Topics

- [Licensing & Account](#)
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Installation & Updates

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MageB2B extensions are distributed through a private Composer repository (Satis-based) using **bearer token authentication**.

Repository Setup (Composer)

1. Add your license token to Composer:

```
composer config bearer.repo.softwaresilo.io <YOUR_TOKEN>
```

2. Add the private repository:

```
composer config repositories.softwaresilo composer  
https://repo.softwaresilo.io/
```

3. Install your package(s):

```
composer require <vendor>/<package>
```

Where To Get Your Token

Your token is available in the customer portal under:

- </en/account/licenses>

Token details are only shown for paid orders.

Common Issues

Credentials in auth.json

Composer stores bearer tokens in `auth.json`. If installs fail, verify the repository host and token there.

Update Without Cache

If Composer keeps using old metadata, try:

```
composer update --no-cache
```

Licensing & Account

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This page describes the customer account and licensing flows used by MageB2B.

Account Login

The account login supports two modes:

1. **Email + password**
2. **License token + domain**

You can access the login page here:

- </en/account/login>

Email Confirmation / Approval

If an account is not approved yet, login is blocked until the email address is confirmed/approved.

License Terms (Key Points)

The short version (highlights):

- **B2B only:** our products/services are offered exclusively to business customers (not consumers).
- **Single production instance:** a purchased usage license is valid for **one Magento production instance on one server**.
 - You may also install the software on **test/staging**, but **not** on another production instance.
- **Perpetual usage right (for one instance):** you receive a **perpetual** license to use the software for that one Magento instance.
- **No redistribution:** you do **not** receive any rights of sale, distribution, or gifting.
 - This also applies if the software was modified by custom work (by us or third parties).
- **No SaaS / multi-shop distribution:** the license may not be used for SaaS concepts or other distributable multi-shop setups.
 - For such usage, **each company** in the SaaS structure must obtain its own valid license.
- **Verification:** we may verify license validity at regular intervals via technical measures; **no personal data** is transmitted during verification.
- **Warranty scope:** warranty for customized shops is excluded; we ensure stated module functionality on a **fresh Magento install** without customizations/other extensions.
 - If we cannot reproduce an issue on our systems, you may commission an investigation.
 - If the root cause is the complexity of your environment, investigation time may be billed according to our price list.

Read the full English license terms here:

- [License Terms](#)

Licenses

Licenses are managed in the customer portal:

- [Account Licenses](#)

On the licenses page you can:

- see how many licenses are **Active** vs **Expired**
- expand a license card (accordion) per extension/license
- view your **licensed domain** and the current **support/updates status**
- use the action buttons:
 - **Extend Support** (renew support and updates)
 - **Buy Add-Ons** (if available for the extension)

Changing The Production Domain

If you need to change the licensed **production** domain, please email us:

- info@softwaresilo.io

We can update the production domain **as long as the original license owner remains the same** (same company/legal entity).

Edge Cases & Behavior

Extend Support

- If your support is **still active**, clicking **Extend Support** shows a confirmation first:
 - the new support period starts **after** the current period ends (you will see the displayed end date and next start date).
 - if some repositories within the license are already expired, they can start immediately while active ones are extended from the next start date.
- You can choose **6 or 12 months**; the price is calculated before checkout.
- Reseller customers can see a reseller discount note if applied.

Buy Add-Ons

- If support is **expired**, clicking **Buy Add-Ons** shows a warning first:
 - add-ons will be activated immediately,
 - but **support remains expired**, so you should extend support to receive updates.
- Add-on checkout price can include reseller discount; the reseller discount info request may fail or be rate-limited (in that case the UI shows a warning/error toast).

Token / Commands

- Copy-to-clipboard buttons exist for token and command lines.
- Some licenses can show a "shuffle/rotate token" flow; it requires explicit confirmation and will update the visible token and the embedded commands after completion.

Installation Instructions (Copy + Download)

Inside each expanded license card you will find an **Installation Instructions** section with copy-to-clipboard buttons for each command:

This includes:

1. `composer config bearer.repo.softwaresilo.io <token>`
2. `composer config repositories.softwaresilo composer https://repo.softwaresilo.io/`
3. `composer require ...` lines for the repositories your license grants access to (including version limits if applicable)

You can also download these instructions as a **Markdown** file from the license card.

What “Active” Means

If a license is **Active**, the support/updates period is valid. If it is **Expired**, renewal is required to regain access to support and updates.

Orders

Your order history is available under:

- [Account Orders](#)

Invoices are downloadable from the order detail UI (without needing to know any raw URLs).

Data Deletion (GDPR)

The account deletion flow preserves repository access by keeping the license linked via `customer_email` even after the customer record is deleted.

Support & Troubleshooting

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Support Tickets

Support is handled via the customer portal ticket system:

- [Account Tickets](#)

To create a new ticket:

- [Create Ticket](#)

What To Include In A Ticket

To speed up handling, include:

- extension name + version
- Magento version + PHP version
- steps to reproduce
- error messages and relevant log excerpts

Troubleshooting Basics (Self-Check)

Before opening a ticket, it often helps to check:

- Magento logs and error reports:
 - `var/log/system.log`
 - `var/log/exception.log`
 - `var/report/*` (if present)
- Magento version + mode:
 - `php bin/magento --version`
 - `php bin/magento deploy:mode:show`
- Module/version info (for the extension in question):
 - `composer show | rg -i "mageb2b|<package>"`
- Composer authentication / repository access (if installs/updates fail):
 - `auth.json` (bearer token + correct repo host)
 - full Composer error output (copy/paste)